From: Stephen Best
To: Michael Balcorta; Michael Haberkern; Eligio Lara
Cc: Stephen Best
Subject: FW: Notification of Data Exposure
Date: Thursday, November 7, 2024 1:05:14 PM

FYI

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805) 928-3781 X2491
Cell (805) 310-9665
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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From: Brendon Norton, VP, Customer at Flock Safety <brendon.norton@flocksafety.com>
Sent: Thursday, November 7, 2024 12:10 PM
To: Stephen Best <sbest@cityofsantamaria.org>
Subject: Notification of Data Exposure

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

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Dear Stephen,

We are reaching out to inform you of an issue regarding some of your Flock user accounts. Recently, we identified an instance where some of these accounts and associated email addresses were inadvertently shared in a document publicly. We have since taken immediate action to remove all known access to the document.

We wanted to notify you promptly of this unintentional data exposure and provide you with relevant information to address any concerns.

What Happened:

At approximately 12pm ET, November 6, 2024, we were alerted that some customer information was mistakenly shared in a way that was accessible to unintended recipients. The compromised information only consisted of: usernames, associated emails, anonymized user IDs, organization ID, and Flock system roles. No passwords, customer-owned images, recordings, or account authenticators were included in the data inadvertently leaked.

What We Are Doing:

As mentioned, as soon as we were made aware of this issue, our team took immediate action to remove all known access to the shared document.

Our team is actively reviewing our processes to understand how this happened and implementing safeguards to prevent any future occurrences. We have since implemented measures to enhance our data sharing practices and increase employee awareness on data handling.

What You Can Do:

While we have no indication of any misuse of your user account, please stay vigilant. Be cautious with unsolicited emails, especially those requesting personal information, and avoid clicking on links or downloading attachments.

It is always best practice to ensure that your Flock admin has enabled multi-factor authentication (MFA) on your account.

We sincerely apologize for any inconvenience this may have caused. Your privacy and trust are paramount to us, and we are committed to safeguarding your information.

If you have any questions or concerns, please don't hesitate to reach out to our customer success team at flocksecurity@flocksafety.com.

Sincerely,

Brendon Norton
VP, Customer

Flock Safety
1170 Howell Mill Rd NW, Suite 210
Atlanta, Georgia 30318, United States

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